

# IVH Kaizen Event Report Out

By:IVHHeroes

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# IVH Kaizen Event

March 21 – March 24, 2006

## IVHeroes



## Team Members

**Jim Scott, Guidon Consultant**

**Chad Kehrli, DNR Team Leader**

**Victor Hubert, IVH Maintenance**

**Kevin Stamp, IVH Nursing**

**Ann Hogle, IVH Perf. Improvement**

**Phil Koester, IVH Maintenance**

**Carol Ward, IVH Information Tech**

**Kim Harms, IVH Nursing**

**Shelley Gilgen, IVH Maintenance**

**Brad Kern, IVH Maintenance**

**Bill Thoms, IVH Maintenance**

**Clair Demro, IVH Maintenance**

# Background

Ann Hogle

- Large backlog
- No standard process
- Lack of work order prioritization
- Little communication
- Organization absent

# Objectives

Carol Ward

- Better communication between parties involved w/generation of work orders and those who complete them, including work order status and priorities.
- Improved service to customers, both residents and staff.
- Educate staff on the new work order process and the information required for a complete order.
- Educate staff on respect for facility.
- Develop a method to incorporate special projects into the work load.
- Better define work orders versus projects.
- Educate staff on new equipment in order to eliminate unnecessary work orders.
- Enforce existing policies regarding decorating and locking beds.

# Goals

Kim Harms

- Develop priority on non-emergency work orders.
- Implement space allocation/relocation form.
- Eliminate duplicate requests for the same work order.
- Document communication of completed work order.
- Develop 'reporting' mechanism on IVH kiosk for work order status

# Kaizen Methodology

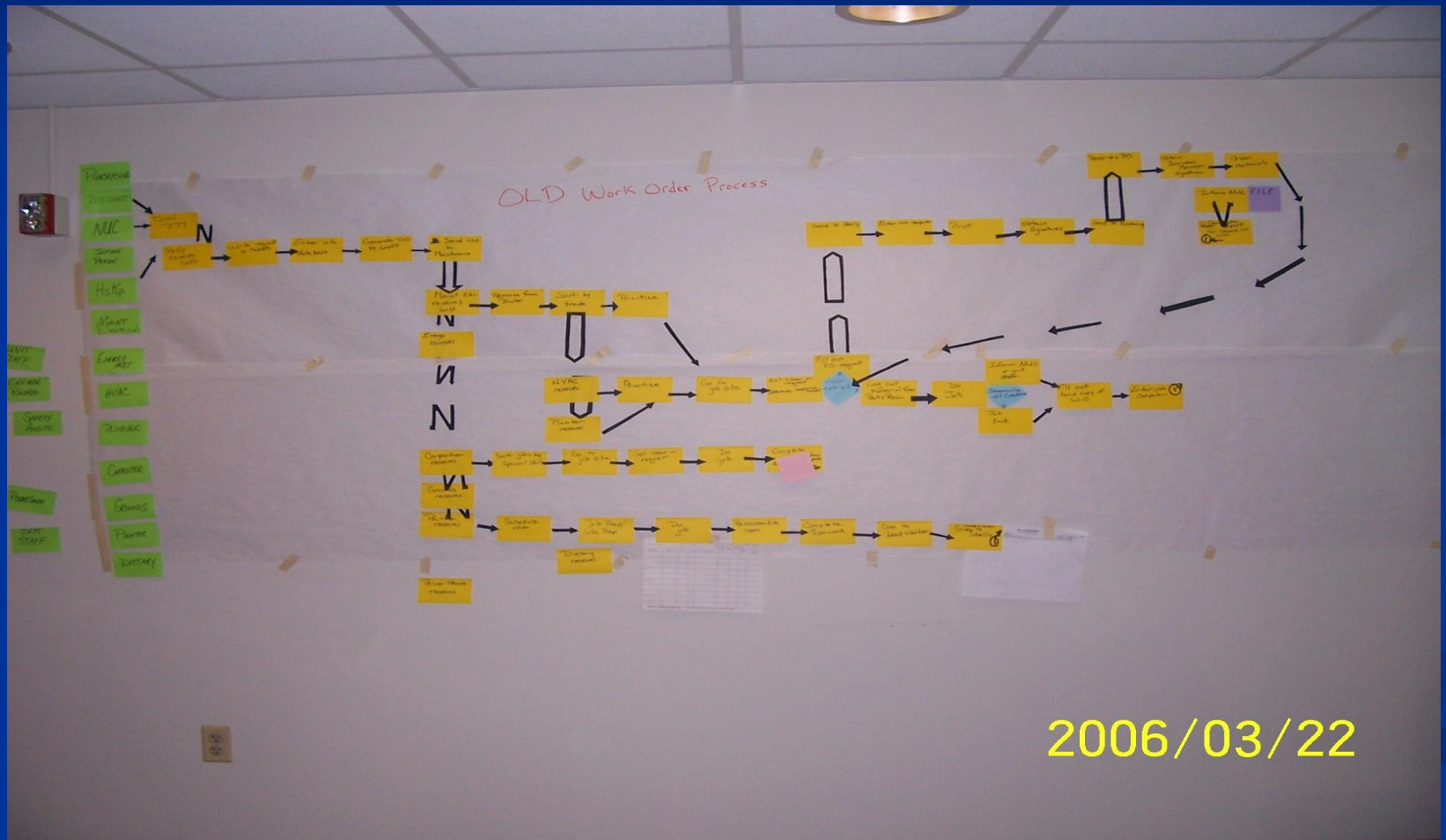
Kevin Stamp

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities



# Old Process

Phil Koester

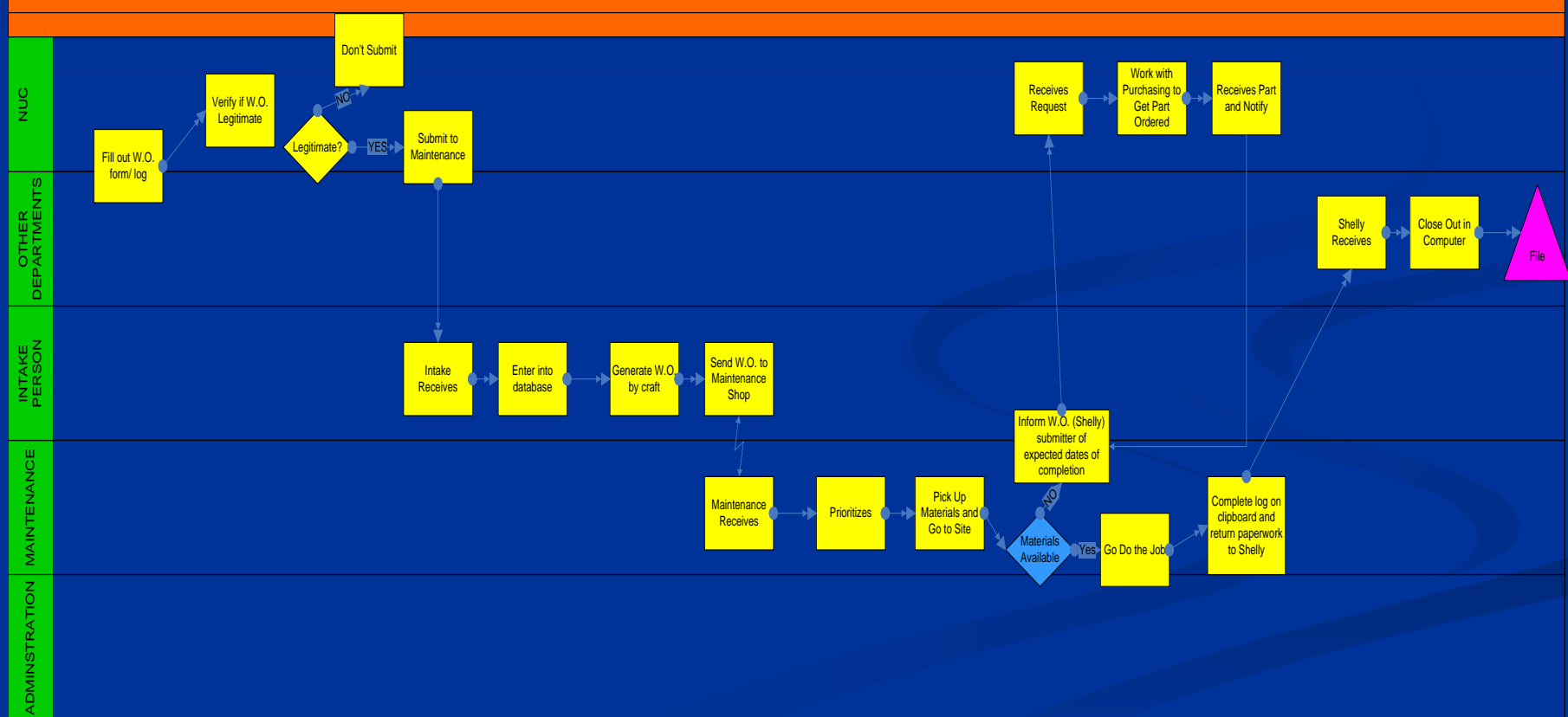


# New Process

## Clair Demro

### Maintenance Work Orders

IVH New Process – Non Emergency Maintenance Work Orders



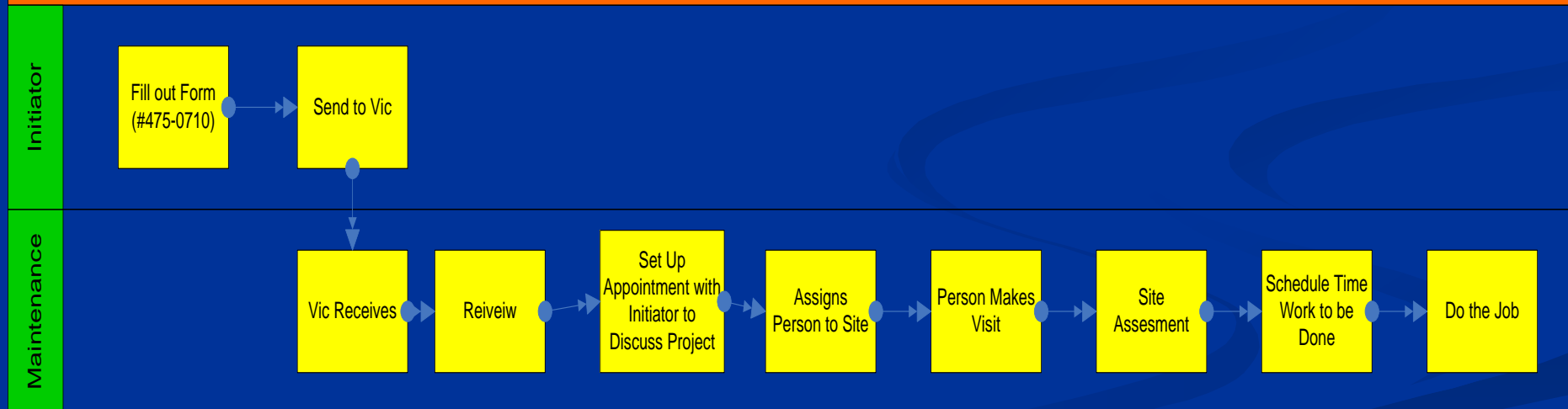


# New Process

Victor Hubert

## Facility Improvement Process

IVH Facility Improvement Process (New)



# Results

Brad Kern

Maintenance Work Orders	Old	New	% Change
Steps	51	19	62
Value Added	1	1	0
Decisions	2	2	0
Loop Backs	1	0	0
Hand Offs	12	5	58
Delays	1	1	0

# Implemented

Shelley Gilgen

- Developed internal summary document detailing standards for prioritizing work orders, communication of priorities, discipline, and failure to turn in completed work order.
- Cleaned up work order database.
- Created work order request form and revised the facility improvement request form
- Developed method to address special projects
- Created narrative for all staff describing Facility Improvement Process

# Homework

Victor Hubert

Item	Description	Person Responsible	Due Date
1	Inform personnel, change phone #(777) and add recording	Shelley/Carol	April 5, 2006
2	Work Order backlog eliminated	Vic/Clair	April 14, 2006
3	Projects pulled from work order backlog, start date to complete	Brad/Bill/Kim	March 28,2006

# **Team Member's Experience**

**Bill Thoms**

**We welcome your  
questions and comments!**